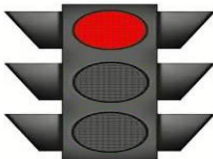
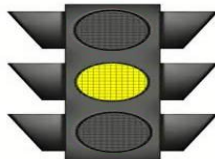


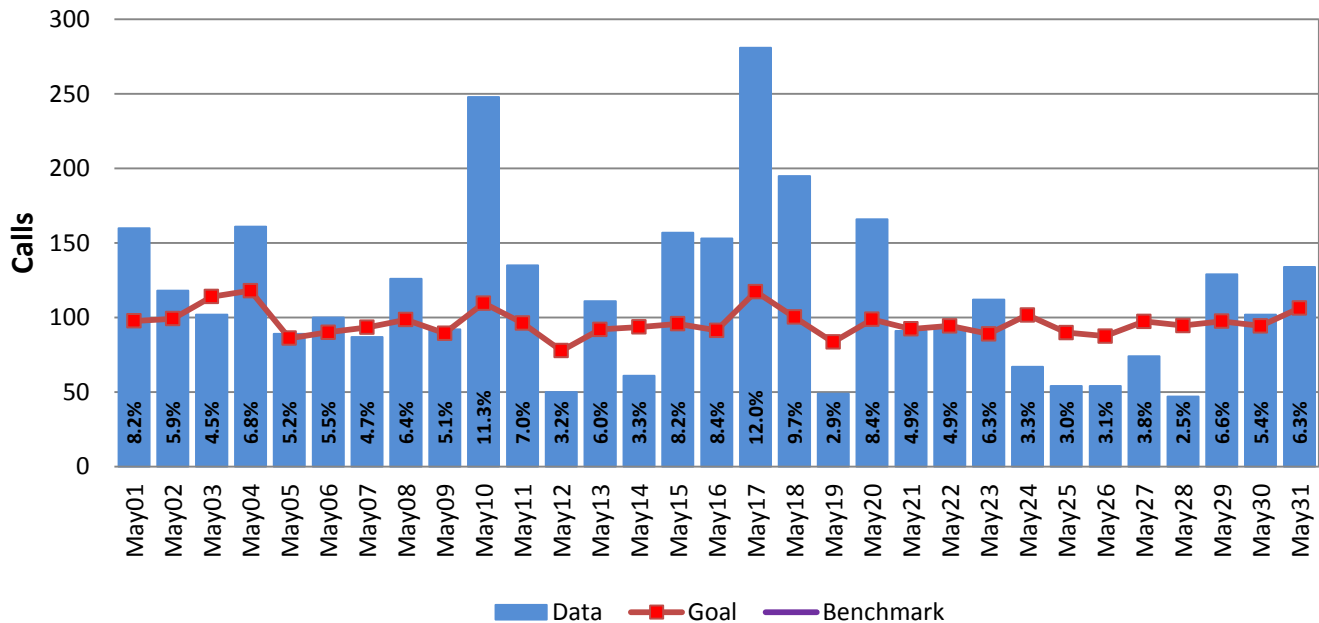
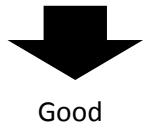
911 Calls Not Answered Within 15 Seconds

Emergency Management Agency

6/17/2013

Measurement Method		Why measure?		What is our goal?	
The number of 911 calls that were not answered by a 911 call taker within 15 seconds		To help enable the quickest possible response to emergency calls		< 5% of calls answered outside of target time of 15 seconds	
How are we doing?					
May Monthly Goal	May Monthly Actuals		May30 Goal	May30 Actual	
2,988	3,597		94	102	
Calls	Calls		Calls	Calls	
Note: Raw data supporting this chart will be available on the open data portal in the future. http://portal.louisvilleky.gov/service/data				Performance Stoplight Key	
				Red Light = Off Goal Yellow Light = Approaching Goal Green Light = Meets Goal No Lights = No Goal/No Data	

911 Calls Not Answered Within 15 Seconds



LOUISVILLE METRO
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